MULTIMEDIA UNIVERSITY

STUDENT IDENTIFICATION NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 2, 2017 /2018

BHR2034 – HUMAN RESOURCE MANAGEMENT

(All Sections)

14 MARCH 2018
9:00 a.m. – 11:00 a.m.
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This question paper consists of **6 pages**, excluding this cover page.
2. **Part A:** 25 multiple choice questions worth 2 marks each. Answer ALL questions. Total = 50 marks.
3. **Part B:** Essay questions based on case analysis. Answer ALL questions. Total = 50 marks.
4. The total marks for this exam is **100 marks**.
5. Please write **ALL** your answers in the **ANSWER BOOKLET** provided.

Part A: 25 multiple choice questions. Answer ALL questions.

1) Since Human Resources is important to all managers, which is **NOT** a personnel mistake a manager wants to make while managing?

A) Waste time with useless interviews
B) Hire the wrong person
C) Have your people not doing their best
D) Experience low turnover

2) Which of the following best defines line authority?

A) management over a small staff in a public firm
B) management with flexible decision-making powers
C) a manager's right to advise other managers or employees
D) a manager's right to issue orders to other managers or employees

3) Which of the following terms refers to the procedure used to determine the duties associated with job positions and the characteristics of the people to hire for those positions?

A) job description
B) job specification
C) job analysis
D) job context

4) Which of the following most likely depends on a job's required skills, education level, safety hazards, and degree of responsibility?

A) employee compensation
B) organizational culture
C) annual training requirements
D) OSHA and EEO compliance

5) Jennifer, a manager at an engineering firm, has been assigned the task of conducting a job analysis. What should be Jennifer's first step in the process?

A) deciding how the gathered information will be used
B) collecting data on job activities and working conditions
C) selecting representative job positions to assess
D) reviewing relevant background information

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6) Which of the following terms refers to the background investigations, tests, and physical exams that firms use to identify viable candidates for a job?

A) selection tools
B) job analysis methods
C) personnel techniques
D) forecasting tools

7) Marcus, an HR manager for Samsung, must decide what positions the firm should fill in the next six months, which means Marcus is currently working on _____.

A) screening job candidates
B) personnel planning
C) interviewing job candidates
D) writing job descriptions

8) Which of the following terms refers to hiring workers who have criminal backgrounds without proper safeguards?

A) employment malpractice
B) negligent hiring
C) improper hiring
D) invalid screening

9) A reliable employment test will most likely yield _____.

A) consistent scores when a person takes two alternate forms of the test
B) improved scores when a person takes the same test more than once in a single day
C) high scores when a person takes two alternate forms of the test on different occasions
D) similar scores when two different people are administered the test at different times

10) Which of the following refers to a procedure designed to predict future job performance based on an applicant's oral responses to oral inquiries?

A) work sample simulation
B) selection interview
C) reference check
D) arbitration

Continued...

11) Which of the following is another term for an unstructured interview?

A) directive
B) nondirective
C) unformatted
D) administrative

12) Which of the following is most likely **NOT** one of the goals of a firm's employee orientation program?

A) making new employees feel like part of a team
B) helping new employees become socialized into the firm
C) assisting new employees in selecting the best labor union
D) teaching new employees about the firm's history and strategies

13) The process of verifying that there is a performance deficiency and determining if such deficiencies should be corrected through training or through some other means is called _____.

A) needs analysis
B) training assessment
C) performance analysis
D) performance appraisal

14) Which of the following terms refers to the process of evaluating an employee's current and/or past performance relative to his or her performance standards?

A) employee selection
B) performance appraisal
C) employee orientation
D) organizational development

15) The primary purpose of providing employees with feedback during a performance appraisal is to motivate employees to _____.

A) apply for managerial positions
B) remove any performance deficiencies
C) revise their performance standards
D) enroll in work-related training programs

Continued...

16) The rate at which employees leave a firm is best known as _____.

A) downsizing
B) retirement
C) turnover
D) retention

17) Which of the following terms refers to all forms of pay or rewards going to employees and arising from their employment?

A) salary
B) employee benefits
C) wage reimbursement
D) employee compensation

18) Which of the following is **NOT** a type of direct financial payment?

A) wages
B) insurance
C) incentives
D) commissions

19) Which of the following terms refers to financial rewards paid to workers whose production exceeds some predetermined standard?

A) indirect financial payments
B) merit payments
C) hardship allowances
D) financial incentives

20) Which of the following terms refers to any salary increase the firm awards to an individual employee based on his or her individual performance?

A) competency-based pay
B) variable pay
C) merit pay
D) base pay

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21) The indirect financial and nonfinancial payments employees receive for continuing their employment with a company are called _____.

A) compensation
B) salary
C) benefits
D) remuneration

22) _____ seek to enable employees to balance their job and family responsibilities.

A) Sick leave
B) Pension plans
C) Work-life benefits
D) Benefit management systems

23) _____ are citizens of the countries where they are working.

A) Home-country nationals
B) Multi-nationals
C) Expatriates
D) Locals

24) Marie is an Italian executive working in a manufacturing plant in Siena, Italy that is owned by a parent company based in Singapore. Marie is a _____.

A) local
B) expatriate
C) third-country national
D) home-country national

25) Which of the following terms refers to citizens of a country other than the parent or the host country?

A) third-country national
B) home-country national
C) multi-national
D) local

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Part B: Case Analysis. Answer ALL questions.

You are the organizer of a charity-based event for a student association. Your role is to gather a group of student volunteers from the association who will help you collect pre-loved clothing and books to be channelled to selected orphanages and old folks' homes. As you are now faced with the task of managing people (human resources) for the project, you have to address the following issues:

1. How can you **project your manpower needs**? You remember learning about trend analysis, ratio analysis, and scatter plots as projection tools you learned in your previous HRM class. Describe the three (3) tools and explain how you can use them for your projections.

   (15 marks)

2. Explain how you would **recruit** volunteers for the project. Describe the **recruitment methods** that you think may be effective.

   (10 marks)

3. Once people submit their application to join the project as volunteers, you want to apply the concept of '**management assessment center**' for the volunteer **selection process**.

   a. Explain what a management assessment center is.

      (5 marks)

   b. Describe how you can use any four types of activities commonly conducted at management assessment centers for your selection of volunteers.

      (20 marks)

(Total = 50 marks)

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